

SummaCare, Inc.

Type of User:	Health plan	Contact:	Ted Johnson Director, Customer Service
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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	<ul style="list-style-type: none"> Commercial HMO/POS – Adult Medicaid – Adult and Child (including Children with Chronic Conditions Set)
Additions/Changes to Instruments	The plan adds custom questions to the commercial health plan survey.
Purpose of Project	<ul style="list-style-type: none"> Meeting requirements of NCQA accreditation Supporting quality improvement projects

Survey Administration

Administered Since	1997
Administration Mode	Mail with telephone follow-up (HEDIS protocol)

Uses of Survey Results

Reporting	The plan publicly reports the results of its Medicaid and commercial surveys to both NCQA and the National CAHPS Benchmarking Database. It also reports the results of composite measures in the member newsletter. Other audiences for reports include provider networks, managers, and the board of directors.
Quality Improvement	SummaCare, Inc. does quality improvement projects as well as a variety of analyses of their projects including trending, key driver analysis, correlation analyses, and detailed analyses of what drives customer satisfaction.
Marketing/Publicity	SummaCare has an advertising campaign built around its “Excellent” NCQA accreditation status for the commercial HMO/POS, Medicaid, and Medicare product lines.

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